ASRS Report Volume Profile

- Over 43 years of confidential safety reporting
- Over 1,631,000 reports received
- Over 6,590 alert messages issued
- Over 8,425 reports per month, or 405 per working day
- Total report intake for 2018 was 99,010
- Current intake estimate for 2019 is over 102,000
Incident Reporter Distribution
April 2018 – March 2019

- Air Carrier FLC, 60.0%
- General Aviation FLC, 15.6%
- Air Taxi FLC, 3.5%
- Ground, 3.3%
- Cabin, 6.7%
- Air Traffic Control, 5.9%
- Maintenance, 2.9%
- Dispatch, 1.8%
- Other, 0.2%

n = 101,101

Source: 100% ASRS Report Data
ASAP Reporting to ASRS

- **ASAP Reporting**
  - 263 Total Programs
  - 138 Air Carriers/Operators

- **Reporting Groups**
  - 133 Pilot
  - 57 Maintenance
  - 46 Dispatch
  - 23 Flight Attendant
  - 4 Other (Including Ground Crew, etc.)

- **Majority are received through Secure Electronic Data Transmission protocols**

- **Paper form submissions continue to be received at ASRS**

24.4% of all reports are matched to unique events in 2018
### Recent Telecon Topics

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Recent Dispatch-Related Alert Messages

- Dispatcher Staffing Concerns
- Terrain Critical Depressurization Procedures (TCDP) Issues
- Central America Volcanic Ash Activity Report Availability for Flight Crews
- FSS NOTAM Oasis Procedures
- MDT Runway 13 Displaced Threshold Marking
- A320 Wing Anti-Ice Valve MEL Procedure
- SIGMET Location Identification Issues
- Security Concerns With Passenger Internet Access
Dispatch System Outage Issues

- Loss of Operational Control
- Planned outages gone wrong
- Inoperative back-up equipment
- Lack of training in back-up procedures
- Communication breakdown
- Contradictory Operational Control and Operational Authority expectations
- Company pressure to continue operations

CAST Safety Enhancements (SE002, SE014, SE015, SE026, SE027, SE131)
Air carrier Dispatcher reported an unexpected communication issue with company personnel due to equipment problems

Event Details:
- Planned computer outage for IT upgrades
- Chief Dispatcher then communicated outage was canceled
- Dispatcher stated "For the next 3 hours work was normal. ... [then] I received notification...that the Captain on [a flight] had been trying to contact me...for 30 minutes."
- Telephone Network System was apparently not working
- Back up phones were not properly programmed
Event Details (Cont’d):

- Dispatcher was without a Sector monitor for 2 hours
- Increased workload
- Communication Breakdown
- Loss of Operational Control
- Dispatcher stated “No message was sent out to the floor to remind people to use the phone call log on sharepoint due to the phones not being recorded.”
Air carrier Dispatcher reported that during a company-wide ACARS outage aircraft Out, Off, On and In times were not being reported, creating erroneous dispatch data.

Event Details:
- Dispatcher was informed of company-wide ACARS outage
- Takeoff numbers were being provided via phone
- Load planners were able to transmit final weights
- Visual reference of flights was available through backup flight tracking program
- Several flights were missing OOOI times
Event Details (Cont’d):

- Dispatcher stated “…company email went down [as well] and according to Flight Operations Manual pilots are directed to communicate times, weights, etc…using company email and or voice if email is not available.”
- Several flights were missing OOOI times “…desk was unable to accurately determine 117 legality times.”
- Position reports were incorrectly entered
- Dispatchers had no way of knowing if flights were airborne
- Outage lasted over 8 hours
- Zero aircraft were grounded during this situation
- Reporter stated “To say that loss of operational control occurred would be a large understatement.”
Three dispatchers described a computer outage that resulted in the loss of operational control of airborne aircraft

Event Details:
- Dispatch monitors and plots experienced an outage
- Affected dispatch responsibilities and equipment included:
  - Flight Planning
  - Fuel Calculations
  - ACARS
  - Emergency/Diversion Planning
  - Flight Following
Event Details (Cont’d):

- Number of flights in the air were unknown
- One of the dispatchers stated “…we called the hub to temporarily hold all flights until we had recovered operational control. About five minutes into us trying to handle the situation, we heard from one of our coordinators that the Director of Operations called hub ops, and told them it was alright for our flights to push.”
- Outage lasted 20-25 minutes
- IT system failure caused the event
- Reportedly “…inadequate training on secondary dispatch programs…” made the situation worse.
- FAR 121.533 Operational Control concerns
Dispatcher experienced loss of ACARS communication with one flight while inbound to Mexico City during a weather event.

Event Details:

- ACARS outage with international flight
- Commercial radio contact was also unsuccessful
- Communication was lost for over 1 hour
- Aircraft was out of communication until verified on the ground in MMMX by company agents
- Dispatcher stated “This may have been prevented by having only aircraft with SELCAL or SATCOM fly to [foreign locations].”
Air Carrier Dispatcher described a one plus hour computer outage and the difficulties encountered.

Event Details:
- Unable to flight follow and loss of flight operational control due to computer system failure.
- Back-up plans failed:
  - “…computer screens locked up so I was unable to gain access to the program created for this sort of incident.”
  - “The backup laptops brought in failed to function at all.”
- Some aircraft were finally contacted via ATC Center.
- Another Dispatcher managed to create a hot spot with a cell phone and signed into the system with a personal computer.
ASRS captures confidential reports, analyzes the resulting aviation safety data, and disseminates vital information to the aviation community.

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